



Frequently Asked Questions

We know that many employees have questions about the One Care Street™ (OCS) health profile survey process. This document provides answers to some of the most frequently asked questions. Remember, the best source of help for individual situations or issues is the OCS Support Line. Our Client Support Liaisons are eager to help each person have a very positive One Care Street experience.

If you have questions or if you do not understand what to do, please call the One Care Street Support Line: 1-866-245-2453 (toll-free) or 317-489-5886
8 a.m. -10 p.m. EST Monday –Thursday and 8 a.m. – 8 p.m. Fridays

Q: Who is eligible to participate?

A: All State of Indiana employees and their spouses that are covered under the State's medical insurance.

Q: What kinds of questions are on the One Care Street Health Profile?

A: Questions about physical symptoms, medical conditions, levels of stress emotions, lifestyle behaviors, levels of care use from the past six months, healthcare beliefs and preferences, etc.

Q: How do I access the One Care Street Health profile?

A: From your computer at home, at work, or a public library:

- ☐ Log on to the online survey center at www.onecarestreet.com
- ☐ Select **State of Indiana** from the drop down box and press "Submit"
- ☐ The first time you log on, select **New Client Setup**. We will need some information to identify you and locate your record.
- ☐ Enter your first and last name, exactly as they appear on the front of your survey letter. Enter your birth date (MM/DD/YYYY), select M or F for gender. Client Number is 174. Follow the instructions for selecting a user name and password. You will need to remember your user name and password to login and complete your survey. If you no longer have your survey letter, call the One Care Street Support Line at: 1-866-245-2453 (toll-free) or 317-489-5886.

Q: How do I contact a Health Coach?

A: You can do this one of two ways: Call the One Care Street Support Line at (317) 489-5886 or toll free at (866) 245-2453, OR schedule online from your One Care Street home page.

Q: Why can't I log into One Care Street to take my survey?

A: Usually this is due to one of two things: either the participant is entering in the wrong username and password or the date of birth we received in the eligibility file for the participant is incorrect. If you are

having trouble logging in, just call our OCS Support Line at 1-866-245-2453 and our staff will be happy to help you.

Q: How long has the One Care Street service been available?

A: Twelve years. During that time, we have conducted numerous research and development projects designed to gather data, prove our outcomes, and refine the scientific methodology behind OCS for helping people feel healthier, happier, and more productive – in their lives and at work.

Q: What type of performance metrics are used to assess the success of One Care Street at the end of the year?

A: There are several metrics in place:

- Participant response rate
- Eligibility for coaching rate compared to the percent who actually engage with a coach
- Participant satisfaction with coaching
- Overall ease of use and satisfaction with how the OCS process was conducted

Q: What certifications do the Health Coaches have?

A: All coaches have advanced degrees in health education, social work, counseling, or psychology and have also gone through the OCS specialized coach training and certification program.

Q: Is our survey information confidential? How about the coach's notes summarizing our telephone conversations?

A: All information you provide is completely confidential. The OCS process is HIPAA compliant as well as compliant with other federal laws governing use of personal information. The State of Indiana will only see total trends, such as group response rate, percentage of people in coaching, etc. Coaching notes are kept as part of your record inside the OCS highly-secured software system.

Q: What services will the Health Coaches provide?

A: Coaches guide participants to think about what's contributing most to their sense of not feeling and functioning their best. This is the type of help our coaches provide:

- Linking people to information or resources to get answers to their health-related questions on our OCS Health Encyclopedia.
- Helping people who identify stress as a health concern, learn how to manage stress and stress emotions more effectively.
- Helping people change lifestyle behaviors successfully, such as starting an exercise program, eating better, or quitting smoking.
- Referring people to other programs or assistance they might need.

Q: If someone has a clinical problem, how will the Health Coaches be able to help?

A: Our Health Coaches listen for clinical problems but do not provide clinical input. They limit their work to supplementing clinical advice with behavioral skills that complement clinical interventions and improve how a person feels overall – both physically and mentally.

The Coach:

- Determines whether the participant is currently under a doctor's care.
- Determines whether the participant should be under a doctor's care.
- Prepares participants for their doctor visits by helping them describe their symptoms and preparing a list of questions.
- Supports the person after the visit to help them think through options/choices they have based on the doctor's advice.

Q: How long is the initial call with a Health Coach?

A: The first session is approximately 20 minutes, but then subsequent sessions are typically 30-45 minutes. All coaching is tailored to each participant. All sessions are scheduled appointments, so

it's very important that you call our Support Center or go online to your One Care Street home page if you need to change or cancel your appointment. That number again is **1-866-245-2453 (toll free) or 317-489-5886**. You will receive a reminder prior to your appointment.

Q: After the initial call, is that Coach assigned to you?

A: Yes, if you are comfortable with that person, if not, you may request a different Coach at any time. We have male, female, Spanish speaking and a variety of different coaches. This is your benefit. Make it work for you.

Q: What happens if I am in the process of coaching but I am no longer with the State?

A: Our highest goal is to make sure people have their coaching needs met, so if you are no longer a State of Indiana employee, your Coach would work with you to complete your coaching goals and/or to make sure you are referred to the right resource to continue with your plan until your goals are met.